

# Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: ( ) NEW POSITION ( X ) EXISTING POSITION

PART I - Position Description

1. Agency Name <b>Department for Children and Families</b>		9. Position Number <b>K0064767</b>		10. Budget Program Number <b>NE29210</b>	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) <b>Human Services Supervisor</b>		
3. Division <b>East Region</b>			12. Proposed Class Title		
4. Section <b>Integrated Service Delivery</b>			13. Allocation		
5. Unit <b>Economic and Employment Support</b>			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City County			15. By Approved		
7. (Circle appropriate time) Full Time Perm Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: <b>8:00</b> AM/PM To: <b>5:00</b> AM/PM			17. Position Reviews Date: By:		

PART II - Organizational Information Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

**This position plans, directs, supervises and analyzes the work of an integrated economic and employment support unit. This position also works directly in the community to develop client work opportunities and other needed community resources to assure client independence from assistance. Further the incumbent will serve as team coach of an integrated service delivery team to assure client needs are approached from a holistic family centered perspective and to further assure multiple resources, from all divisions of DCF, are available and appropriately provided.**

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:	Title: <b>Public Service Executive I</b>	Position Number:
Who evaluates the work of an incumbent in this position.		
Name:	Title: <b>Public Service Executive I</b>	Position Number:

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

**Work is performed independently in accordance with federal and state rules. Review of program compliance is made periodically.**

- d) Which statement best describes the result of error in action or decision of this employee.
- ( ) Minimal property damage, minor injury, minor disruption of the work flow.
  - ( ) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
  - ( X ) Major program failure, major property loss, or serious injury of incapacitation.
  - ( ) Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); **\*How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed ). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No. % E O R M

1. 40% E

**PROGRAM SUPERVISION**

**Directs the work of an Economic and Employment Support unit in one or more counties. Recruits, selects, assigns and evaluates staff using personnel regulations and affirmative action guidelines. Establishes unit goals , objectives, priorities and internal procedures. Establishes priority outcomes with each staff member and provides regular feedback sessions on performance. Establishes unit procedures for timely information flow, including unit meetings, worker conferences, routing and discussion of policy materials, daily/weekly schedules and case staffing. Makes maximum use of existing staff by effective task assignments. Continually monitors staff knowledge of programs to identify and prioritize training needs. Participates in programs and management training and in work planning activities for the purpose of professional development.**

**Provides professional leadership and role modeling for staff and customers through positive , professional attitudes, and conduct. Uses KQM principles in working with staff and other DCF units. Attends meetings and training sessions as required. Completes required reports and special projects in a timely and accurate manner.**

2. 30% E

**INTEGRATED SERVICE TEAM LEADERSHIP**

**Provides oversight and leadership to an integrated service delivery team made up of staff, both on site and virtual, from all divisions of DCF. Facilitates teaming to assure client/family needs assessment is conducted in a holistic family centered manner and services are delivered in a coordinated manner which is consistent with identified needs and with the wrap around approach to service delivery. Facilitates cooperative positive relationships between team members, other integrated service teams, and with our community and contractual partners.**

3. 20% E

**PROGRAM DEVELOPMENT AND SERVICE DELIVERY**

**Develops integrated service delivery at the local level, using team concepts and self-sufficiency philosophy. Coordinates service delivery with other local supervisors and staff. Provides feedback to Program Administrator on system, program and procedural changes needed to implement integrated services.**

**Coordinates service delivery of Economic and Employment Support programs. Monitors responsiveness of service delivery in an accurate and timely manner, utilizing caseload and management reports, as well as supervisory case reviews. Develops targets and implements strategies for continuous quality improvement of service delivery. Assures Federal and State standards for work participation and other goals are met.**

**Analyzes proposed program policy changes by considering their impact on customers and staff operations. Contributes to the development and modification of policy that is designed to meet the goals of the agency and the needs of the customer. Such contributions may include participation in a task or work group.**

4. 10% E

**COMMUNITY COLLABORATION/PUBLIC RELATIONS**

**Develops and maintains positive working relationships with area governmental, private, and human service agencies, assuring effective inter and intra-agency communications and represents the agency to the public, providers, and customers in a professional and courteous manner. This may include occasional public speaking.**

**Identifies service gaps and develops community resources to address customer needs, develops and oversees local provider service agreements, work experience site agreements and other interagency agreements for the delivery of EES services. Provides follow up and reports on these activities as needed. Recommends cancellation of agreements as appropriate after working with community providers to overcome problems related to service delivery.**

\* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

## **INTEGRATED SERVICE DELIVERY POSITION DESCRIPTION ADDENDUM**

### **100% Professional Attitude:**

While performing your tasks (listed in Item #21 of this position description) as a representative of the Department of Social and Rehabilitation Services, you are expected to:

- \* demonstrate an attitude of respect. (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process requests for service as quickly as possible, allow the client to direct his or her services, etc.);
- \* demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals and families seeking services from the agency, community partners, state and community leaders, and your fellow employees and volunteers within the agency.
- \* encourage individuals to identify and fulfill their own responsibilities;
- \* practice personal self discipline and maintain ethical and professional behavior in times of frustration with difficult customers;
- \* provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral.

Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee within ISD.

It is understood that this addendum is permanently incorporated into all South East Region Integrated Service Delivery position descriptions, is effective immediately, and is considered a task statement within which the duties and responsibilities of the position are described in Section #21.

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22. List the consequences of not performing the essential functions of this position as identified in Section 21.

**Failure to perform essential functions would cause severe financial and emotional hardships for customers and could result in the loss of Federal funds and/or other fiscal sanctions to the State of Kansas.**

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23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- (     ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
( ☒ ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
(     ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

<b>Class Title</b>	<b>Position/KIPPS Number</b>
Human Services Assistant	K0054080
Human Services Specialist	K0056565
Human Services Specialist	K0058298
Human Services Specialist	K0062532
Human Services Specialist	K0131934
Human Services Specialist	K0165052
Human Services Specialist	K0165055
Senior Administrative Asst	K0131733

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**This position involves daily contact with agency customers, agency employees, or social service agencies, community resource agencies, government officials and the general public while directing, planning, and coordinating the delivery of services. Daily dissemination of information regarding State and Federal regulations as well as agency programs, policies, and procedures.**

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25. What hazards, risks or discomforts exist on the job or in the work environment?

**This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in issues of participation and eligibility due to the limitations of the programs and resources to effectively resolve customer's need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset customers.**

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26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used

**Daily use of the telephone system, personal computer, copy machine and calculator. Occasional use of fax machine, typewriter, and state or private vehicle.**

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### PART III - Education, Experience and Physical Requirements Information

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27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post secondary education may be substituted for experience as determined relevant by the agency.

These abilities and skills are necessary at entry: Ability to provide leadership in the development, administration of various human service programs. Ability to supervise, by participating in recruitment and selection of staff, then in planning, assigning and evaluating work of program staff. Ability to evaluate a variety of program specific information, draw logical conclusions, detect inconsistencies and noncompliance and develop solutions. Ability to communicate effectively orally and in writing by composing meaningful, concise and accurate reports and correspondence. Ability to read and understand medical and other reports, extract pertinent facts, and recall them with a minimum or review. Ability to consider special criteria, technical requirements, and handling procedures applicable in the adjudication of claims. Ability to use the Dictionary of Occupational Titles and related subject matter to identify claimants' jobs and to perform simple vocational analysis. Ability to maintain effective relationships with staff, community agencies, applicants/clients, co-workers and subordinates.

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### 28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

#### Four year college degree preferred

Knowledge of program policies, rules, and regulations relating to human service assistance and human behaviors. Knowledge of principles involved in supervision, administration, interviewing and other information gathering and clinical assessment techniques. Knowledge of financial aid programs, community and social resources available to clients. Knowledge of principles and techniques for analyses, development and presentation of training. Knowledge of the functional limitations of physiological and psychological impairments. Knowledge of various social-economic, ethnic environmental factors and groups. Knowledge of the laws, rules, and regulations of disability programs.

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29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent either in customer contact, collateral contacts, or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent inputting data into computer systems. Significant time is spent in determining customer eligibility for various programs or in updating the knowledge of EES HSS and support staff on changes in policy and/or procedures.

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30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

This position is required to follow office procedures to ensure their safety when dealing with customers who may become hostile, angry, and pose a threat to the safety of staff and others. Proper use of personal computer, terminal, copying machine, telephone, fax machine, and adding machine. Timely notification of appropriate agency staff when equipment malfunctions.

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### PART IV - Signatures

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Signature of Employee

Date

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Signature of Personnel Officer

Date

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Signature of Supervisor

Date

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Signature of Agency Head or Appointing  
Authority

Date